

**DETERMINATION AND FINDINGS  
FOR  
SOLE SOURCE PROCUREMENT**

**FINDINGS**

**1. Authorization:**

19 DCMR § 4320.7.

**2. Minimum Need:**

The District of Columbia Public Library (DCPL) has the need to procure the services of an IT Consultant to assist in the critical tasks and management of Information Technology assignments, including work schedules and hours. The IT Consultant will assist the team in prioritizing and completing task and project work, make decisions about priorities when necessary, work with library managers and staff to establish, negotiate and communicate priorities and commitments, and negotiate and communicate changes as needed.

The IT Consultant will also assist in the procurement process to ensure that needed products and supplies are ordered, received and installed in a timely manner, track and report urgent issues to senior library management with suggested solutions when possible, and identify process and workflow improvements that will result in greater efficiency and improved customer satisfaction.

The IT Consultant will provide technical oversight of projects and programs, customer service, help desk workflow management, and assist in providing oversight of IT infrastructure and operations. The IT Consultant will have a *not-to-exceed* date, as soon as a new permanent CIO is appointed.

**3. Estimated Fair and Reasonable Price:**

\$90,000.00

**4. Facts That Justify a Sole Source Procurement:**

Within the last three months, DCPL's former CIO resigned. Following this resignation, DCPL lost several critical IT staff. To that end, the Library is in need of consultant services to provide high level assistance, providing day-to-day coordination of IT projects, to lead and assist in the technical environment to maintain the desktop, server and network infrastructure, provide direction in field work, and implement customer service workflow and process improvements to increase efficiency, effectiveness and customer service.

The IT Consultant will communicate with other IT staff and other library managers about projects and tasks, make staff work assignments and set priorities, manage break/fix work through Footprints ticket system, ensure the work is properly prioritized, and that customer needs are being adequately met. He/she will prepare weekly status reports/metrics, communicate daily with staff regarding library requests/direction, updates, issues, news, and review and set daily schedules and hours for [1] Field and support staff, [2] Help desk, and [3] Xerox contractor. Additionally, he will coordinate projects and task work between support and applications and procurement staff, and the ILS, web, and other apps.

Essential to the mission of the Library, the IT Consultant will provide new direction in management of the Help Desk and improve customer relations with both internal and external customers. At present, there is a noticeable void in customer service.

Travis Hudnall is an experienced provider for over 23 years of consultant services for the provision of public sector and private business assessments for IT infrastructure and human capital. He has extensive IT managerial, operational and design development experience, and broad capability in the re-engineering of IT organizational structure and processes, including Deputy Chief Enterprise Architect and Technology Director for two major DC Government agencies.

**Certification By the Contract Specialist:**

I hereby certify that the above facts are accurate and complete.

\_\_\_\_\_  
Contract Specialist

\_\_\_\_\_  
Date

**DETERMINATION**

Based on the above findings and in accordance with the DCPL Procurement Regulations, 19 DCMR § 4320.7 I hereby determine that the award of a sole source contract for the services described herein is in the best interest of the D.C. Public Library.

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Contracting Officer

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Date